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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the written (multiple choice) examination for the **Library Aide I, II & III** titles. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. ALPHABETIC FILING****(10 Questions)**

The ability to file alphabetically is essential to successful performance in this job. Job responsibilities that require the ability to file alphabetically include shelving books by author or title, organizing card catalogues, using indexes, etc. This exam section tests your ability to organize information in alphabetic order. Alphabetic filing scenarios include:

- Personal names;
- Business names;
- Filing materials containing abbreviations (e.g., St. Michael's; Hardin, Chas. L.).

**II. NUMERIC FILING****(18 Questions)**

In this position, the ability to file numerically is a fundamental skill. Job responsibilities which require the ability to file numerically include: reading shelves by call number, filing returned books, locating requested books and periodicals, etc. This section presents questions to test your ability to organize information in numeric order. Numeric filing scenarios include:

- Number sequences (e.g., 52478961, 124 78 5410);
- Decimal numbers (e.g., 301.12, 4.1.12);
- Alphanumeric combinations (e.g., X1247, U3578).

**III. INTERPERSONAL SKILLS****(16 Questions)**

The ability to communicate effectively with the public and coworkers is a fundamental aspect of this job. Duties that require interpersonal skills include teaching patrons how to use the library, assisting patrons with special requests (e.g., inter-library loans), and the establishment of rapport with coworkers. This exam section tests your knowledge of interpersonal skills through the presentation of interpersonal scenarios. Interpersonal skills scenario topics include:

- Working with new employees;
- Implementing new work procedures;
- Resolving workplace conflicts;
- Resolving mistakes in work assignments;
- Requesting assistance from coworkers;
- Responding to inquiries from supervisors and the public;
- Enforcing policies and regulations.

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#### **IV. WRITTEN PROCEDURES**

**(26 Questions)**

Whether work assignments are given verbally or in writing, it is very important that employees perform their job duties exactly as directed. Employees are responsible for understanding and following the rules and regulations of their employers and to conduct work as requested by their supervisors. The questions in the section of the exam test your ability to read, understand and follow instructions. Written instructions scenarios include:

- Delivering items to offices according to floor number and office number;
- Entering vehicle information into a database using specified data entry rules;
- Following instructions regarding response to a computer error;
- Interpreting travel directions;
- Procedures to enter tax and residence data.